



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

## New Lisbon Correctional Institution

### MEMORANDUM

Date: June 21, 2023

To: NLCI Staff, Visitors and Persons in our Care (PIOC)

From: Deputy Warden Thomas

Subject: Video Visit and In Person Visit Scheduling

Effective July 3, New Lisbon Correctional Institution (NLCI) will begin using ICSolutions (ICS) to schedule video visits, starting with visits on July 17. Zoom visits will be discontinued as of July 17. To visit by video, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Visitors will need to follow the directions provided with the visiting list and on the ICS website [www.icsolutions.com](http://www.icsolutions.com).

PIOC must provide their friends or family the unique Party ID, listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. Visiting lists and directions on how to create an account will be delivered to all PIOC this week. Any issues with Party IDs can be directed to [DOCDAIElectronicVisitSupport@wisconsin.gov](mailto:DOCDAIElectronicVisitSupport@wisconsin.gov).

NLCI does not manage or schedule video visitation. All questions or concerns shall be directed to ICS. Visitors may also refer to the Enhanced Video Visitation memo posted on the WI Department of Corrections website at <https://doc.wi.gov>

#### **VIDEO VISITS**

- For the first six months of implementation, each PIOC is eligible for one free video visit per week.
- Additional visits are available at the cost of \$2.50 per visit, up to 12 paid visits per month for a total of 16 visits per month.
- PIOC will not be excused from work, school, programming, etc. for video visits. It is the responsibility of the PIOC to notify visitors of their schedules.
- All visits must be scheduled by visitors.
- Visitors must schedule video visits at least 48 hours in advance and no more than 14 days in advance.
- Each visitor must show ID at the beginning of the visit.
- Notification of scheduled visits will be available on the unit phones and kiosks.

#### **Video visiting hours occur when unit dayrooms are open:**

7:45 a.m. to 11:00 a.m.

12:40 p.m. to 4:30 p.m.

6:10 p.m. to 9:00 p.m.

9:30 p.m. to 11:00 p.m. Sunday-Thursday

9:30 p.m. to 12:00 a.m. Friday & Saturday

**IN PERSON VISITS**

In person visits must be scheduled using SignUpGenius at the following website:

[www.signupgenius.com/go/nlcivisits](http://www.signupgenius.com/go/nlcivisits)

- Visitors must schedule and cancel in person visits using SignUpGenius at least two business days in advance, and requests will not be accepted earlier than two weeks prior to the requested visiting date.
- Visitors must provide all required information when scheduling a visit.
- Visitors will receive a confirmation of the visit via email through SignUpGenius.
- PIOC will receive notice of scheduled visits via postings on the housing units.
- If a visitor does not have internet access, they may call the institution to schedule an in person visit. For the most efficient processing of requests, it is highly recommended visitors use SignUpGenius for in person visitation scheduling.

**In Person visiting hours:**

Tuesday-Friday 2:15 p.m. to 8:45 p.m.

Saturdays, Sundays & holidays 8:00 a.m. to 3:45 p.m.

**DAI Policy 309.06.01 – Visiting is to be adhered to at all times.**